2017
Adoption Partner Manual

PETSMART Charities
PETSMART Charities of Canada
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Introduction

Welcome to the PetSmart Charities In-Store Adoption Program. You are part of a unique and life-saving program designed to increase the pet adoption rate and optimize pet adoption awareness in your community. Your organization has been selected for its ability to care for adoptable pets, maintain a current 501(c)(3) or government/tribal status in the US or a registered charity, listed municipality status or government/tribal status in Canada, maintain a high-compliance spay/neuter program, engage the public to help place pets, build public awareness, and be a role model for your community.

Thank you for your commitment to this program and for helping homeless pets in your community. We’re glad to have you as part of our team!

This manual must be reviewed by all personnel associated with your organization’s participation in the In-Store Adoption Program.

Read the manual thoroughly and ask lots of questions. Agreeing to participate in the In-Store Adoption Program represents a commitment that you will care for the adoptable pets, conduct yourself appropriately with the public, and maintain the in-store adoption area in strict accordance with the protocols outlined in this manual.

By now your organization should have completed the In-Store Adoption Program Orientation with your Store Leader and have committed to an adoption schedule for the store to post at the 7 Day Cat Adoption Center. If any content in this manual is unfamiliar or an orientation has not yet been provided, schedule time with the Store Leader immediately to ensure partnership expectations are clarified.

The requirements outlined in this manual are critical to the health and safety of the pets in your care. These policies and procedures, as well as any presented in other materials, are required; adherence to them is nonnegotiable. If you have any questions about the content in this manual, contact the PetSmart Store Leader or PetSmart Charities immediately. If at any time you feel you cannot support procedures as they are described in this manual, alert the Store Leader immediately.

All stated requirements herein are subject to any applicable laws and regulations that may be more restrictive than required by PetSmart, PetSmart Charities, and PetSmart Charities of Canada.

Participation in certain events and use of certain adoption facilities may be subject to additional or modified requirements. In such event, PetSmart or PetSmart Charities will provide your organization with additional instructions or requirements.

During the approval process, your organization was assigned an Adoption Partner number, also known as group number. The number is specific to your nonprofit
organization and may not be used by multiple entities. This protects your organization, PetSmart Charities, and PetSmart Charities of Canada from fraudulent activity. Do not share your Adoption Partner number with anyone outside of your organization. Shared your number with other organizations can result in termination from the Adoption Program.

PetSmart Charities Overview

About PetSmart Charities®

PetSmart Charities, Inc. is a nonprofit animal welfare organization that saves the lives of homeless pets. Each year nearly 500,000 dogs and cats find homes through our adoption program in all PetSmart stores across the U.S. and sponsored adoption events. Each year millions of PetSmart shoppers contribute to PetSmart Charities to help pets in need by making donations on a PIN pad at the register. PetSmart Charities efficiently uses 90 cents of every dollar to support its mission of finding lifelong, loving homes for all pets. PetSmart Charities grants more money to directly help pets in need than any other animal welfare group in North America, with a focus on funding adoption and spay/neuter programs that help communities solve pet overpopulation. PetSmart Charities is a 501(c)(3) organization, independent from PetSmart, Inc. Since 2003, PetSmart Charities has received a Four Star Rating from Charity Navigator, an independent nonprofit that reports on the effectiveness, accountability, and transparency of nonprofits, placing PetSmart Charities among the top one percent of charities rated by this organization.

About PetSmart Charities™ of Canada

PetSmart Charities of Canada is a nonprofit animal welfare organization that saves the lives of homeless pets in Canada. Each year more than 20,000 pets find homes through our adoption program in nearly all PetSmart stores across Canada and our sponsored adoption events. A leading funder of animal welfare, PetSmart Charities of Canada has granted more than $9.9 million to help pets in need with a funding focus on adoption and spay/neuter programs that help communities solve pet overpopulation. PetSmart Charities of Canada is a registered charity, independent from PetSmart.

Adoption Program Benefits

PetSmart Charities Adoption Rewards Funding

When your PetSmart Charities Adoption Partner application was approved, your organization qualified for a per-adoption grant for each adoption initiated or completed at a PetSmart store or PetSmart Charities in-store sponsored adoption event. These
funds are designated to cover expenses associated with preparing pets for off-site adoption.

Rewards are paid on a monthly basis and will be deposited directly in your account through electronic funds transfer. It is important that you keep this information up-to-date. If there are any issues with regard to payment for an adoption, a request for payment along with supporting documentation must be submitted to info@petsmartcharities.org within 30 days of the payment. Claims older than 30 days will not be considered for payment. With the exception of Puerto Rico and Canada, no checks will be issued.

Any adoptions that are not recorded with the appropriate AWO number for the organization will not be considered for payment under the reward programs. If you have any questions about your Adoption Partner number please contact us at adoptions@petsmartcharities.org

PetSmart Charities, in its sole and absolute discretion may determine the election, amount, modification, or termination of adoption rewards. If your organization receives adoption rewards, your organization agrees to use such rewards in the furtherance of its charitable purpose, specifically furthering its adoption program designed to find homes for homeless animals, and not for lobbying or political activities, or any purpose not described in Section 501(c)(3) of the IRS Code.

The record of all your reward payments will be available online at:

www.cybergrants.com/petsmartcharities/adoptionrewards

After you log in, you will see a screen that looks like the following:

<table>
<thead>
<tr>
<th>Action</th>
<th>Project Title</th>
<th>Application Date</th>
<th>Application Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>View</td>
<td>P1 to P3 Adoption Rewards</td>
<td>05/19/2017</td>
<td>$1,670.00</td>
</tr>
<tr>
<td>View</td>
<td>AIA REWARDS</td>
<td>03/14/2017</td>
<td>$2,720.00</td>
</tr>
<tr>
<td>View</td>
<td>P1 to P3 Adoption Rewards</td>
<td>05/19/2017</td>
<td>$1,250.00</td>
</tr>
<tr>
<td>View</td>
<td>AIA REWARDS</td>
<td>03/14/2017</td>
<td>$600.00</td>
</tr>
<tr>
<td>View</td>
<td>May NAW Stipend Upload</td>
<td>05/22/2017</td>
<td>$500.00</td>
</tr>
<tr>
<td>View</td>
<td>P1 to P3 Adoption Rewards</td>
<td>05/19/2017</td>
<td>$350.00</td>
</tr>
<tr>
<td>View</td>
<td>P1 to P3 Adoption Rewards</td>
<td>05/19/2017</td>
<td>$40.00</td>
</tr>
<tr>
<td>View</td>
<td>AIA</td>
<td>03/27/2017</td>
<td>$250.00</td>
</tr>
</tbody>
</table>
On this page, you will see a list of all your reward payments starting with the most recent. If you click on the “View” link, it will bring up all of the detailed information for this payment, including number of adoptions, store, etc.

**Supplies, Space and Staffing**

PetSmart and adoption program sponsors typically supply food, litter, bowls, cleaning products, and maintenance supplies to facilitate pet care at in-store Adoption Centers. Sometimes, PetSmart staff is available as well! Details are listed later in this document.

In most stores, the Adoption Center focuses on cats as part of the 7 Day Cat Program. Cats participating in this program are permitted to remain in the store 24/7. However, most stores do not currently have the facilities or permitting to support a 24/7 adoption program for dogs.

**Banfield Adoption Rewards**

In the United States only, Banfield, The Pet Hospital, also offers a reward program called the Pet Adoption Reward Program (PARP). Adoption Partners that participate in this referral program typically receive:

- 15% discount on commonly used services and products, including flea, tick and Heartworm preventive
- $20 services voucher for every redeemed client certificate

New US PARP Partners also receive $60 in veterinary care vouchers just for enrolling. Contact the Banfield office manager in your store to enroll.

PetSmart Charities does not control or administer this program. Additional information is available from Banfield.

**Events**

We encourage Adoption Partners to participate in our multiple event opportunities.

**Quarterly National Adoption Weekend Events**

These events are advertised for Fridays through Sundays and partners are encouraged and rewarded for participating during the event. Adoption Partners may receive increased benefits and can apply to be considered for additional funding for hosting parking lot or sidewalk events. These events draw thousands of new Pet Parents from across the country, so plan ahead and make a big difference! Be sure to check with your PetSmart Store Leader or contact your PetSmart Charities Associate Relationship Manager to learn about the many options of these event grants.
Community Adoption Events

These single-store or single-market events are usually scheduled for two days, Saturday and Sunday, and designated as invitation only. By working with PetSmart and PetSmart Charities and perhaps other Adoption Partners, your organization could be funded to host one of these events. Make your next event a huge success through creative marketing and promotion!

Reporting

As a requirement for participation in the Adoption Program, all Adoption Partners that receive event grants are required to submit the impact reports related to the Adoption Program specified by PetSmart Charities along with any other related information requested by PetSmart Charities.
There are basic expectations for a successful and professional adoption program, as described below. When your organization is on site at a PetSmart store or PetSmart Charities sponsored event, your personnel\(^1\) are expected to offer exemplary customer service to support an optimal adoption environment. All adoption program personnel must provide courteous customer service to all Pet Parents, PetSmart associates, affiliates of PetSmart, and other Adoption Partners.

**Customer Service Expectations**

Professional and courteous behavior is the foundation for a positive adoption experience. The PetSmart customer service model is referred to as CARE: Connect, Assist, Recognize, Energize. We’re passionate about pets and their parents, and it’s our goal to take the best possible CARE of them from the moment they walk through the door to the moment they leave.

At PetSmart Charities, we support the same level of excellent customer service expectations that PetSmart exemplifies. CARE is a service model. As our service model, CARE speaks to how we should treat everyone from associates and Adoption Partners to the pets and Pet Parents who shop in PetSmart stores. CARE supports the vision of providing total lifetime CARE to every pet and every parent, every time. It’s simple, easy to remember, and intuitive. When we say that we are expected to CARE about each other, the people who work in the stores and the pets and Pet Parents who visit them all know, at a basic level, what that means.

**CARE Fundamentals**

- **C** – Connect
- **A** – Assist
- **R** – Recognize
- **E** – Energize

Now let’s look at what each letter of the acronym means in a bit more detail.

**Connect**

Connecting with potential Pet Parents starts with greeting them promptly and warmly, but it goes beyond just the greeting. In connecting, you build deeper relationships and bonds. Be warm and show a genuine interest in what the customer has to say. This connection will allow the new Pet Parent to feel comfortable asking questions and

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\(^1\) “Personnel” includes both volunteers and paid staff participating in the program on your organization’s behalf.
understand the needs of the pet they are adopting. When you connect with potential adopters, you’ll learn why they’re looking for a pet, and you’ll be better able to assist them and ensure they leave a better Pet Parent.

**Assist**

You can assist in various ways – physically, emotionally, or by providing information. It’s essential to be proactive and offer assistance. Don’t wait for potential Pet Parents to ask. Here are some simple but powerful examples of ways you can assist:

- Educate them about the pets in the Adoption Center and how you can help them find their forever family member.
- Ask questions to help them determine which pet best fits their family.

**Recognize**

Recognition is more than seeing a familiar face and using that person’s name. It’s about positively validating the Pet Parent’s decision to come to PetSmart and save a life! Everyone likes to know they’re doing well and making good decisions. Help potential adopters feel good by recognizing them for the decisions they make. Validate that they are choosing to save a life by adopting a pet. Be sure to tailor your recognition appropriately. Most importantly, make it clear that you mean what you say. Here are a few examples of effective recognition:

- I would love to hear how Fido/Fluffy is doing in his new home. Let me know next time you’re here!
- She is a wonderful cat. You will be very happy with your decision.

**Energize**

Energy ties it all together. It’s hard to define, but easy to feel. It’s what gives your work environment that certain vibe. We want PetSmart Charities Adoption Center environments to be warm, inviting, and welcoming. Everyone contributes to the energy, so it’s important to both model positive energy and recognize it in others. People gravitate toward fun, friendly environments, and so do pets!

**Safety**

All adoption program personnel must maintain safe pet health, interaction, and cleaning practices. Knowingly handling or maintaining pets in any condition that is
counter to the standards and policies outlined in this manual is grounds for dismissal from the adoption program. Adoption Partners are fully responsible for all actions and omissions of their employees and volunteers at all times.

**Denying Adoption: Educate, Inform, Provide Alternatives**

You have the knowledge that potential Pet Parents need to make an adoption successful. Educate them on the adoption process and inform them of the responsibilities that come with adopting a pet while discussing the profiles of individual pets. If adoption is not in the best interest of the pet or the Pet Parent, provide alternatives.

In the event you must deny an adoption, be sensitive to the Pet Parent’s needs. He or she may be greatly disappointed. How you communicate will create an educated and understanding supporter or a confused and potentially difficult adversary. Many people will perceive an adoption denial as a judgment about their abilities as Pet Parents.

Most of the time it is not the message, but how the message is delivered that causes a potential adopter to become upset. Denying an adoption is a delicate situation, and poor communication can create misunderstanding. Using tact and diplomacy and offering alternatives to a denied adopter is critically important. All personnel must take these steps when an adoption is denied:

- Tactfully provide a professional explanation; just saying “no” is never enough.
- Use discretion during any denial; enlist support from the Store Leader if needed.
- Do everything in your power to ensure that no Pet Parent leaves unreasonably confused or upset.
- Remember that all partners agree that they will not discriminate due to race, color, creed, religion, natural origin, age, sexual orientation, disability, veteran status, gender, marital status, or any other legally protected status.

Always thank Pet Parents for considering an adoption. Regardless of whether a visit results in an adoption, thank every customer for stopping by. Remember, they are members of your community and could possibly be future volunteers, donors, or advocates for your organization.

**Personnel Expectations**

Safety for pets and people is our number one priority. Our adoption program focuses on providing safe and rewarding interactions between pets and potential Pet Parents as they get to know one another.
In order to ensure a comfortable, safe experience for pets and Pet Parents, Adoption Partner personnel are expected to meet some basic expectations:

- Volunteers must be at least 14 years old; any volunteer under the age of 18 must be accompanied by an adult at all times.
- All employees must be 18 years or older.
- All adoption partners are required to use a volunteer waiver and ensure it is signed by each volunteer and on file at the organization’s facility or office. The waiver must include language that waives any and all claims against PetSmart, PetSmart Charities and PetSmart Charities of Canada.
- The adoption partner must provide a schedule for personnel, which should be agreed upon with PetSmart store leadership. Personnel are expected to be on time and pets must be ready for adoption on schedule. Should the schedule need modification, PetSmart Store Leaders should be notified immediately.
- PetSmart stores and PetSmart Charities/PetSmart Charities of Canada events are drug and alcohol free. Adoption partner personnel may not work in a PetSmart store or at an event while under the influence of any controlled substances.
- For the safety of the pets and Pet Parents, relatives, friends, or significant others of adoption partner personnel may not visit during a staff member’s shift unless they are also adoption partner personnel.
- For the safety of the pets and Pet Parents, personal pets may not visit during adoption partner shifts.
- Harassment and discrimination are not tolerated and are grounds for immediate termination from the adoption program.
- Personnel may not eat meals in any public area of the PetSmart store or 7 Day Cat Adoption Center. Approved adoption partners may use the break room for meals. Absolutely no pets are allowed in the break room.
- Adoption partner personnel must make personal store purchases before or after an adoption shift. Product may not be set aside during the shift to be purchased at a later time. Any purchases should be removed from the store immediately.
- Personal belongings should be left at home. PetSmart and PetSmart Charities are not responsible for lost or stolen personal items.
- Adoption partner representatives shall not disparage PetSmart, PetSmart Charities, or any PetSmart products, services, or associates; Banfield, The Pet Hospital or its associates; or the activities or reputations of any other organization participating in the adoption program.
- Adoption partner personnel should dress professionally and in accordance with PetSmart’s appearance/dress code:
Wear modest attire such as jeans, t-shirts with or without organization logo, and closed-toe shoes.

Some attire is specifically not allowed. This includes shorts, skorts, sweatpants, sweatshirts (except company-sponsored sweatshirts), jogging suits, jean bib overalls, leggings, Lycra, stirrup pants, mini-skirts, spaghetti-strap dresses, tank tops, halter tops, slippers, and flip flops or thong sandals.

For the safety of pets and personnel, a minimal amount of non-hazardous jewelry may be worn.

Hair should be clean and conservatively styled in a way that will not cause a hazard. Men with shoulder length or longer hair must secure hair in a ponytail. Facial hair should be closely trimmed, neat and professional.

For everyone’s safety, personnel should not chew gum or tobacco while working.

Remember, you are a representative of your organization. Your appearance will shape the expectations of potential adopters.

**Potential Personnel Removal**

In the event PetSmart or PetSmart Charities has any objection to the behavior or actions of any partner’s employee or volunteer, PetSmart or PetSmart Charities shall have the right to require the partner to remedy the cause of any such objection. Upon reasonable request, PetSmart or PetSmart Charities, in its sole discretion, may require the removal of the employee or volunteer from the Adoption Center or any other designated areas.

**Current Contact Information**

It is your organization’s sole responsibility for assuring that PetSmart Charities has the most current and accurate contact information, including mailing address, telephone number, and email address. If the organization fails to provide its current contact information to PetSmart Charities and changes or modifications to the Adoption Manual or other policies and procedures are made that result in the organization not receiving notice of the changes or modification, the organization is still responsible for adhering to them. To update your current contact information, please visit:  
http://www.cybergrants.com/petsmartcharities/organization/update
With so many independent animal welfare organizations, each is bound to develop some unique forms and practices. For instance, most adoption partners provide on-site adoptions, and some partners may facilitate next-day adoptions. In some cases, a trained PetSmart associate can initiate or complete an adoption, such as in the 7 Day Cat Center.

Regardless of the variances of adoption processes, every Pet Parent must have a consistent and positively memorable experience.

No matter the variance in individual organization practices, if the adoption is initiated or fully completed at a PetSmart store, participating partners may receive their Adoption Rewards for those adoptions, subject to Adoption Rewards program terms and conditions.

Additionally, partners always retain 100% of the adoption fees regardless of whether the organization’s personnel or PetSmart staff complete the adoption.

Initiated Adoptions

An initiated adoption refers to an adoption that begins in the store, but is concluded elsewhere.

- Example of an initiated adoption:
  - When a pet is physically present at your store and a Pet Parent wishes to adopt, however, the adoption is unable to happen that day/time. (I.e., adoption group requires a home visit, requiring additional vet references, etc.)

The Adoption Partner or the Associate processing this type of adoption must give any “pending” forms (due to potential home visit or requiring additional vet references etc.) to a member of the store leadership team before leaving for the day. Should the adoption be approved, the Adoption Partner or Adoption Associate must inform the Leader who will then scan the form. Should the adoption be denied, the Adoption Partner or the Associate must inform the Leader who will then shred the form.

PetSmart Adoption Release Forms must be used for adoptions initiated in store. The Adoption iPad App is to be used when completing any adoptions in store.
Finalized Adoptions

A finalized adoption refers to an adoption that is initiated elsewhere, but concludes in the store.

- Example of a finalized adoption:
  - When a pet is transported from another location and the initial paperwork is filled out, but the Pet Parent doesn’t meet the pet and finalize the adoption until at the store.

PetSmart Adoption Release Forms must be used for adoptions Finalized in store. The Adoption iPad App is to be used when completing any adoptions in store.

External Adoptions

An external adoption refers to any adoption where the pet was never physically present at a PetSmart store at any time during the adoption process.

- Example of an external adoption:
  - References to pictures in photo binders or online sites are examples of external adoptions unless the pet is brought to a PetSmart location for the purpose of introduction, meet & greet or finalization of the transaction/adoption procedure where the pet is handed over to the adoptive parents.

Store Leaders are responsible for validating and scanning any “pending” Adoption Release Forms (due to off-site adoption completion). Adoption Partners and/or Store Associates found fraudulently completing forms may be terminated.

PetSmart Adoption Release Forms should not be completed for adoptions not initiated in the store. The Adoption iPad App is ONLY to be used when finalizing the adoption at the store.

To ensure program compliance and accurate Adoption Rewards funding, program participants must ensure that every adopter completes and signs an Adoption Release Form for each pet adopted and enters the information into the PetSmart iPad provided. Failure to provide this form for every adoption may result in termination from the program.

Receiving & Tracking Pets

The Adoption Partner is responsible for the safe and legal transportation of pets to and from PetSmart. This includes unloading safety and accountability for all pets at all
times. Before an adoption may occur, partner personnel must complete the following steps to ensure that adoptable pets are safe, secure, and properly tracked:

- Upon arrival, adoptable pets must be placed in prepared, clean kennels or crates, and the Store Leader must be informed of their arrival. The Store Leader will conduct a visual health and behavior inspection.

- All cats and dogs at a PetSmart store or PetSmart Charities event must be spayed/neutered/vaccinated prior to adoption. No animal can be sent home intact or with a voucher.

- Pets’ health records, including Rabies Certificate or Vaccination Record showing proof of rabies or current vaccinations, and any other information about the pet that may be important to disclose must be available at the store where legally required. A pet without a Rabies Certificate or Vaccination Record showing current proof of rabies or current vaccinations cannot be adopted or remain in the store unless not legally required for that state. All stated vaccination requirements herein are subject to any applicable laws that may be more restrictive than required by PetSmart and PetSmart Charities.

- The Adoption Partner must ensure each pet has an approved cage card (see example below) that lists the pet’s name, the gender of the pet, the date Rabies Vaccine was administered (if age appropriate), all matching the Rabies Certificate or vaccination record showing current proof of rabies vaccination, and the date the Combo Vaccination was administered.

- Adoption Partners are expected to respond to issues and concerns from Pet Parents and PetSmart Store Leaders within 24 hours.

- The Adoption Partner must retrieve any pet that becomes ill while in the store. Ill pets may not be adopted or remain at the store and should be removed within 24 hours of the illness being detected. Pets not retrieved within 24 hours will be transferred to a veterinarian or the appropriate receiving agency for that area at the Adoption Partners expense.

- The Adoption Partner must provide emergency contact information (including an emergency veterinarian contact number) for individuals who are available to come to the store immediately to address emergency situations. Contact may happen after hours.

- All policies are subject to any applicable laws that may be more restrictive than required by PetSmart and PetSmart Charities.
Sample Cage Card

Adopt me and receive a coupon from our sponsors for a FREE bag of Simply Nourish™ or Authority™ pet food! Valid with dog or cat adoptions only. See Associate for details.

Date of Arrival at Store .............................
Adoption Partner ............................................. Adoption fee $ ................
Pet’s Name ............................................. My Approx. Age ........... Gender: M ☐ F ☐
Breed/Mix .................................................. Pet Description

Date Combo Vaccine Administered ..........................................................
Date Rabies Vaccine Administered (if age appropriate) ..........................

This Pet has been spayed or neutered
Appropriate vaccination records are current and available

Neat things to know about me

.................................................................
.................................................................
.................................................................
.................................................................
.................................................................

Ask my adoption representative for details
Cage Card Procedure

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Adoption Partner must fill out a PetSmart Approved Cage Card for each adoptable per in the 7 Day Cat Adoption Center. All fields on the cage card must be completed as appropriate based on each individual pet. The following fields must match the Rabies Certificate or vaccination record showing current proof of Rabies:</td>
</tr>
</tbody>
</table>
|      | - Pet’s Name  
|      |  o If the Adoption Partner has changed the name of the pet and it is different from what is indicated on the Rabies Certificate or vaccination record then both names must be listed on the cage card. |
|      | - Gender  
|      | - Date Rabies Vaccine Administered (if age appropriate)  
|      |  o If a kitten is too young to receive the Rabies vaccine (less than 16 weeks) leave the Rabies section of the cage card blank. For kittens that are in the middle of their Combo series, provide the most current vaccination date until Combo series is complete. |
| 2    | Upon completion of the cage card, a member of store leadership must review the Rabies Certificate or the vaccination record to the cage card for accuracy. |
| 3    | After the pet has been adopted the cage card can be given to the adoptive Pet Parent or shredded or maintained per the applicable state regulations. |

The Adoption Center Binder

For pets being offered through a PetSmart Charities 7 Day Cat Adoption Center, key information must be kept in the Adoption Center Binder. The binder must be kept in the 7 Day Cat Adoption Center at all times. The Store Leader may review it to ensure all pets are compliant with program requirements.

The Adoption Center Binder should have a separate tab for each 7 Day Cat Adoption Center Adoption Partner. Each section will include:

- Rabies Certificate or Vaccination Record showing current proof of rabies vaccination for all age-appropriate pets currently in the Adoption Center. Additional pet records may be kept separately from the Rabies information in the Adoption Center Binder. Note: Rabies Certificate and Vaccination Records for weekend or event pets must be visually verified and initialed on the
Adoption Center Maintenance Checklist. However, these records are not kept in the Adoption Center Binder.

- Adoption Center Maintenance Checklist. Completed copies of the Adoption Center Maintenance Checklist will be retained for each Adoption Partner.

Additional requirements may be imposed to comply with federal, state, local laws and regulations, or as otherwise deemed appropriate by PetSmart or PetSmart Charities.
The Adoptable Pet Log

Only New Jersey, Michigan, Connecticut and Pennsylvania are required to keep current and completed copies of the Adoptable Pet Log (sample below). All cats in the 7 Day Cat Adoption Center must be logged by personnel in the Adoptable Pet Log, which will be verified by the Store Leader. When a pet is adopted or removed from the center to return to foster care or shelter, the Adoptable Pet Log must be updated to reflect this information.

The Adoptable Pet Log should be maintained in the PetSmart Store Cash Office as the log will now include Pet Parent information.

Sample Adoptable Pet Log

<table>
<thead>
<tr>
<th>Date Adopted</th>
<th>Species (Cat)</th>
<th>Pet Name</th>
<th>Gender</th>
<th>Age</th>
<th>Breed</th>
<th>Physical Condition &amp; Health</th>
<th>Pet ID &amp; Location</th>
<th>Adoption Partner Name</th>
<th>Pet Parent Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>3/20/2014</td>
<td>Cat</td>
<td>Daisy</td>
<td>F</td>
<td>3</td>
<td>FISH</td>
<td>Cat has 2 toes on back leg; Cat's toes are curled</td>
<td>IDA 32001</td>
<td>Jane Doe</td>
<td>Main St, Capital, USA 54321</td>
</tr>
<tr>
<td>3/20/2014</td>
<td>Cat</td>
<td>Jasper</td>
<td>M</td>
<td>8</td>
<td>Maine Coon</td>
<td>Cat's tail missing; Cat's toes are curled</td>
<td>IDA 32001</td>
<td>John Smith</td>
<td>Bond St, Menlo Park, USA 76543</td>
</tr>
</tbody>
</table>

*This document is to be retained in a binder in the Cash Office for 2 rolling calendar years.
*Each Adoption Partner must fill out an Adoptable Pet Log for their adoptable activities in the Adoption Center.
*This Pet Log is used by Connecticut, Michigan, New Jersey and Pennsylvania residents only.
*For details on restrictions requirements, please refer to the “PetSmart and World Requirements” Procedures.
The Adoption Process

Although each adoption varies due to pet type and organizational distinctions, basic elements and processes must be adhered to in completing the adoption process. When Adoption Partner personnel are present, they will facilitate the adoption process. Upon mutual agreement, PetSmart associates or Store Leaders who are trained by the Adoption Partner can complete adoptions in the absence of partner staff in the 7 Day Cat Centers. They will use the same adoption screening standards, forms, and contracts used by Adoption Partner personnel.

Once a new Pet Parent shows interest in adopting, the partner personnel or approved PetSmart associate will ensure the following steps are completed:

- Explain the adoption guidelines, including what the Pet Parent should do if the adoption is not successful or the pet becomes ill.
- Complete the Adoption Release Form through the store’s iPad, and explain it to the Pet Parent:
  - The adoption process is to be executed by the associate or Adoption Partner.
  - The PetSmart associate or partner personnel completing the adoption fills out the portion titled “Associate/Adoption Agency.”
  - The Pet Parent completes the “Adopter” portion and ensures all lines are complete. If a Pet Parent does not wish to provide an email address or phone number, mark “n/a.” The adoption release form must be printed if an email address is not provided.
  - The associate or personnel completing the adoption verifies that the Pet Parent has reviewed the statement release paragraph and has signed where indicated.
- Inform the Pet Parent that he/she will receive an email containing a copy of the adoption release form. Adoption Partner will not receive an emailed copy. The adopter must also receive a copy of:
  - Adoption Release Form (if an email address was not provided)
  - Adoption Partner’s contract/application (must be signed)
  - Adopted pet’s vaccination records
- Ensure all adoption paperwork is present and complete.
- Explain to the Pet Parent that all pet returns must be made at the organization’s facility or foster location and not at a PetSmart store.
- Update the Adoptable Pet Log by indicating the date of adoption. (Required ONLY in New Jersey, Michigan, Connecticut and Pennsylvania.)
- The cage card can be given to the adoptive Pet Parent or shredded.
• If Adoption Partner personnel are not present to receive the funds, the store associate should attach the adoption fee (check or cash) to the organization's copy of the paperwork and place it in the adoption security cash box.

• The Adoption Fee Log is to be used when the store is collecting adoption fees on behalf of the Adoption Partner. This log is to be maintained in the security cash box with the collected adoption fees.

• Accompany the new Pet Parent with his or her adoption paperwork to the PetSmart Adoption Ambassador.

• Adoption Partners should respond to potential new Pet Parents within 48 hours.

In processing adoptions, the Adoption Partner will avoid discriminatory practices, or the perception of discrimination, by utilizing standardized fees for adoption, disclosing all known issues about an animal to adopters, and communicating to potential adopters any requirements that may be conditional to an adoption. Furthermore, Adoption Partners must ensure equal opportunity and fair treatment to all potential adopters, not discriminating based on the basis of age, gender, race, ethnicity, national origin, religion, disability, sexual orientation, or familial status. Failure to do so will result in termination from the program.

Pets Allowed for Adoption

For the safety of our customers and associates, non-traditional pets are not allowed to be presented for adoption at PetSmart stores. The types of pets allowed for in-store adoption, unless otherwise specified by local or state law, are:

• Domestic dogs and cats
• Birds
• Small animals and reptiles sold at PetSmart
• Other non-venomous reptiles
• Ferrets
• Rabbits

Adoption Release Forms

Adoption Release Forms must be used for adoptions initiated at the store or as a last resort in the event the adoption app is unavailable. An initiated adoption refers to those adoptions that begin in the store but are concluded elsewhere.
One Adoption Release Form must be used for each adopted pet, and the form must be completed in the store. These forms are required because they serve as our release from liability and as documentation for Adoption Partner Rewards funding.

Fraudulent information or activity associated with these forms is not tolerated and is grounds for immediate termination from the adoption program, including allowing others to use your group adoption number.

Incomplete forms should not leave PetSmart premises. If an adoption is not fully completed at the store location, the potential adopter should complete the Adoption Release Form before leaving the store. In this instance, personnel must alert the Adoption Ambassador or Store Leader, who will give the potential adopter an Adoption Kit. Any “pending” Adoption Release forms should be given to the Store Leader before adoption personnel leave for the day.

Once the adoption is finalized or denied, personnel must inform the Store Leader. Should the adoption be approved, the Store Leader will scan the form. If the adoption is denied, the Leader will destroy the form.
Sample Adoption Release Form

ADOPTION RELEASE FORM

Adopter - Please Complete. By completing this form, you agree to our Privacy Policy, which can be found at petsmart.com and petsmartcharities.org.

Give us your e-mail address to receive exclusive offers for your new pet.

E-Mail Address

Adopter's Name

Address

City State/Province Zip/Postal Code

Phone #

Please read carefully and sign below.

Adoption Program
Thank you for choosing to adopt a pet. PetSmart and PetSmart Charities supports the adoption process by donating in-store space for use by qualified, pre-approved animal welfare organizations. These organizations are not affiliated with PetSmart or PetSmart Charities in any way. We cannot, and do not, guarantee the health of any of the pets available for adoption.

Your Pet's History
The animals available for adoption through the Adoption Program often come from shelter environments and little is known about their past. Each participating animal welfare organization is concerned about the health of the animals in their care. These organizations exercise due caution to prevent disease transmission. Because health care procedures can vary by agency, please request detailed information regarding the health care administered to animals in the adoption organization's care.

Important: Please read the information on the reverse side regarding Common Feline and Canine Diseases.

Your Pet's Current Health and Follow-Up Health Care
It's important that you make an appointment for your new pet with a veterinarian as soon as possible. The veterinarian can check your pet's health and give you valuable information regarding warning signs of illness. With any new pet, it's possible they may have been exposed to diseases that may not show symptoms for several weeks. Some of these diseases may be transmissible to other pets in your household and even to people. Veterinary fees, insured (such as diagnostics, vaccines, and/or medications), are the responsibility of the pet owner.

Privacy Policy
For details about how we use your information (including with respect to our use of service providers located inside and outside of Canada), see our Privacy Policy at petsmart.com or contact our Privacy Officer at the contact information below. Unless you opt-out, we may: (1) send you information and special offers by mail, and (2) share your personal information with third-party companies, so they may contact you by mail and e-mail for their own marketing purposes. To opt-out, call 800-566-9608 or email CustomerCare@petsmart.com.

I hereby release PetSmart, Inc., PetSmart Charities, Inc., the adoption agency, and their agents of any liabilities related to the adoption of this pet from the adoption program.

Signature

Adoption Agency - Please Complete

Adoption Fee $_________ Altered □ Yes □ No

Pet's Name

Year Pet Was Born _________ Pet's Age _________

Dog □ Puppy (<1 Year) □ Cat □ Kitten (<1 Year) □ Other □
The Pet Parent Experience

Pet Parents seeking to adopt view Adoption Partners as the experts on the subject, and you are! You create the experience that will encourage a Pet Parent to adopt a pet rather than acquiring one through other means.

Forms, logs, and checklists are our best practices for creating consistency and accountability. Adoption Release Forms, maintenance checklists, and health logs help maintain a professional, positive, and efficient adoption program that Pet Parents feel confident about.

Pet Return Process

Occasionally, a Pet Parent will attempt to return a pet obtained from an Adoption Partner at a PetSmart store. Listen carefully to the Pet Parent’s reasons for wanting to return the pet then request that he or she return the pet to your facility or foster home and provide directions to the location.

If the Pet Parent is unwilling to take the pet to the facility and instead relinquishes the pet at the store, isolate the pet in an approved isolation area until transportation can be arranged for the pet. Do not isolate the pet in the 7 Day Cat Adoption Center. To prevent possible communicable disease issues, you must make every effort to remove the isolated pet from the store immediately.

The pet must be re-evaluated and re-quarantined at your facility or foster home for at least 48 hours before being brought back for adoption at any PetSmart store location.

There is a chance that a Pet Parent may elect to return a pet to any personnel on site, regardless of organizational affiliation. If a Pet Parent refuses to address the originating organization or take the pet to the Adoption Partner’s facility, for the safety of the pet, isolate the pet in accordance with above steps. Immediately contact the Store Leader, who will contact the originating organization to ensure the pet is returned to the appropriate, responsible organization. Pets not claimed by the originating organization within 24 hours will be transferred to the local animal control authority.

Under no circumstances may a secondary organization take ownership of a relinquished pet from another organization.

Recognized Pets

In the rare instance when a Pet Parent visiting the store recognizes a lost pet up for adoption, the Adoption Partner is expected to work with the Pet Parent to reunite the pet with its rightful owner.
Because this is a highly sensitive area for both the Pet Parent and the Adoption Partner, the Store Leader should be the key facilitator in ensuring the process is resolved in a timely and appropriate manner.

The Adoption Partner may ask for verification that the pet belongs to the person claiming ownership and follow whatever other reasonable procedures the partner organization may have been established. The Pet Parent may be asked to provide a photo, veterinary records, license, or other documentation to establish record of ownership.

During this process, it is our hope that everyone involved understands that pets get lost or escape a home for a variety of reasons. This does not indicate negligence on the Pet Parent’s part. Our common goal is to find homes for homeless pets. In some instances this includes reuniting a lost pet with its Pet Parent.
Presentation & Supplies

First impressions go a long way, and being prepared with needed supplies will help make those impressions priceless. As community leaders in animal welfare, it is our responsibility to hold ourselves accountable for the optimal care of pets and adhere to safety and cleanliness protocols.

For our 7 Day Cat Adoption Centers, PetSmart stores will typically provide all supplies necessary to house in-store adoptable pets safely and humanely, including food, litter, bowls, some easily sanitizable approved toys, and approved cleaning supplies. Some organizations may prefer to bring in food, toys, or bedding specifically purchased for adoptable pets. Non-approved cleaning supplies are not permitted.

PetSmart Charities may at any time, and at its discretion, determine the use, change or termination of any product. Adoption Partners understand that these donations are provided “as-is”, and PetSmart or PetSmart Charities make no warranty or claim regarding these products. PetSmart and PetSmart Charities are not liable for any damages that may occur as a result of the use of these products. Adoption Partners agree to waive any claims or liability against PetSmart or PetSmart Charities that is associated with the donated product. Adoption Partners further understand and agree that the U.S. Food and Drug Administration (“FDA”) regulations specify that protein derived from mammalian tissues is not to be used in ruminant feed and that the feeding of any pet food included with any product to cattle or other ruminant animals is expressly prohibited by federal regulations.

Presentation

Adoption Partners should also take into account environmental considerations that impact a customer’s experience.

Visual Appeal

Just because a cage is clean doesn’t necessarily mean its appearance is appealing. Consistency in bedding, bowls, cage cards, and even the written pet descriptions make up the “total picture.” Within the parameters of approved supplies and materials, all of the components are available to create and maintain a happy, healthy selection of enthusiastic and friendly pets. It’s important to acknowledge the retail environment and be aware of any traffic flow disruption. Each Store Leader has sole discretion for adoption area set-up.

Clutter can create the wrong impression, even when the cages are immaculately clean. Cluttered environments can lead to stress in pets and create negative public perception for your organization. No matter the configuration, whether a cage, kennel, or playpen, keep the space clutter free! Limit bedding, toys, and bowls to what is necessary so that pets can maximize their temporary space. Rotate and
clean/sanitize bedding and toys regularly. When planning a pet’s space, aim for “neat and tidy.”

Cage cards are a key component in the visual presentation. Approved cage cards are provided for free, and they are required for every adoptable pet on site. These cage cards are specifically designed to animal welfare industry standards to provide all relevant and necessary information as well as to allow space to provide each pet a brief, positive “bio.” Cage cards must be completed for every pet, including each pet in a litter. They must be accurate, and information on the cage card must match each pet’s health records. Cage card bio stories should be written in a positive manner; sad stories have been proven to prevent adoptions rather than encourage them. Talk to your Store Leader if you need to order more cage cards.

**Scent Appeal**

One of the most frequently noted concerns in a shelter environment is how it smells. Staying on top of messes, taking out the trash often, and keeping surrounding areas thoroughly cleaned will reduce that “shelter odor.” All of the supplies and equipment are available to keep the adoption area safe and clean to exceed customers’ expectations.

**Curb Appeal**

Organizations facilitating adoptions outside of the 7 Day Cat Adoption Center have limited space. Keep in mind that cluttered spaces can lead to accidents and keep customers from engaging with pets. Only bring the bare essentials for each adoption day. Display and storage space is provided at the sole discretion of each Store Leader.

Organizations facilitating adoptions outside of the 7 Day Cat Adoption Center must also adhere to requirements for cage cards and pet handling. Pets in cages must have approved cage cards, and each leashed pet must have a single, dedicated handler. The adoption cart or table must be maintained to the standards listed later in this manual.

**Atmospheric Pressure**

The final and most important component of a great presentation is YOU! Your demeanor with pets and people can make or break the inviting and comfortable atmosphere that fosters a positive adoption experience. The pets in the Adoption Program are relying on your personnel to find them great homes. Your team is the matchmaker for pets and people. Make every interaction personal and friendly. The pets appreciate it, and so do we!

Shared space may be another source of “atmospheric pressure.” Several organizations may participate in adoption events at a single PetSmart store and even
share a single Adoption Center. Professionalism and courtesy are expected of all personnel from all organizations. Any questions or concerns should be directed to the Store Leader for resolution.

Beyond the basics, it is well documented that adoptable pets get great homes when their representatives maintain a positive, clean, and organized process. Remember that adoption counseling is important work, so be sure to use your volunteers and staff to their strengths. Those that are able to maintain composure during high volume adoptions make fewer mistakes and have more successful adoptions.

Pet overpopulation is a not an isolated issue. We welcome partners that adhere to our guidelines regardless of whether they are from another county, state, or province. Regardless of where a partner or volunteer resides, each person is expected to abide by governing state, local, and municipal laws and regulations.

## Supplies

### Ordering Supplies

The majority of supplies necessary for facilitating in-store adoptions are typically provided by PetSmart or a program sponsor. Adoption Partner personnel must notify store leadership when supplies require replenishment by completing an Adoption Center Supplies Request Form provided by the Store Leader.

Adoption Partners are prohibited from removing any supplies from the sales floor without prior knowledge/approval of the Store Leader on that day.

If an Adoption Partner prefers to provide additional products specifically purchased for adoptable pets, these items must be checked in at the beginning of a shift with the PetSmart Store Leader and clearly marked to indicate ownership by appropriate organization and eliminate any confusion with store products. Remember, non-approved cleansers are not permitted.

All supplies must be kept organized and secured in approved locations. Locations will vary. Ask the Store Leader of each store in which you facilitate adoptions for approved locations.
Sample Adoption Center Supplies Request Form

Date ________________

Adoption Center Supply Request Form

<table>
<thead>
<tr>
<th>√</th>
<th>Pet Supply Items</th>
<th>Ordering Location</th>
<th>Qty</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Kitten/Cat Food Dry</td>
<td>See Approved Foods List Fetch&gt;Adoptions&gt;Resources</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Kitten/Cat Food Wet</td>
<td>See Approved Foods List Fetch&gt;Adoptions&gt;Resources</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Puppy/Dog Food Dry</td>
<td>See Approved Foods List Fetch&gt;Adoptions&gt;Resources</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Puppy/Dog Food Wet</td>
<td>See Approved Foods List Fetch&gt;Adoptions&gt;Resources</td>
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</tr>
<tr>
<td></td>
<td>Cat Litter</td>
<td>Great Choice</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Litter Pan</td>
<td>DC Order Form</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Litter Scoop</td>
<td>Store Use (Code 63)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Bowls</td>
<td>Store Essentials</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Toys (easily sanitized)</td>
<td>Store Use (Code 63)</td>
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<table>
<thead>
<tr>
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</tr>
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<tbody>
<tr>
<td></td>
<td>Hand Sanitizer Refill (3ct)</td>
<td>Store Essentials</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Paper Towels (12ct)</td>
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<tr>
<td></td>
<td>Star Spray Cleaner</td>
<td>DC Order Form</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Virex II 256 Cleaner</td>
<td>DC Order Form</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Star Spray Bottle</td>
<td>DC Order Form</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Virex II 256 Spray Bottle</td>
<td>DC Order Form</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Broom</td>
<td>Store Essentials</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Dust Pan</td>
<td>Store Essentials</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Mop, Mop Bucket</td>
<td>Store Essentials</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Trash Can</td>
<td>Store Essentials</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Trash Liner</td>
<td>DC Order Form</td>
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<tr>
<td></td>
<td>Latex Gloves</td>
<td>Store Essentials</td>
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<table>
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<tr>
<td></td>
<td>Cage Cards</td>
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<td></td>
<td>Cage Card Pockets</td>
<td>Store Essentials</td>
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</tr>
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<td></td>
<td>Adoption Release Forms</td>
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<tr>
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<th>Qty</th>
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<tr>
<td></td>
<td>Scenturian Odor Eliminator</td>
<td>DC Order Form</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Blue Multipurpose Cleaner</td>
<td>DC Order Form</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Scenturian/Blue Spray Bottles</td>
<td>Buckeye Order Form-&gt;PetsHotel</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Hand Soap Refill (3ct)</td>
<td>Store Essentials</td>
<td></td>
</tr>
<tr>
<td></td>
<td>eMotion Paper Towels (6 Rolls)</td>
<td>Store Essentials</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Oops Station Towels (6 Rolls)</td>
<td>Store Essentials</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Oops Station Pick-Up Bags</td>
<td>Store Essentials</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Scent Generator Refill</td>
<td>Store Essentials</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>√</th>
<th>Other Supplies</th>
<th>Ordering Location</th>
<th>Qty</th>
</tr>
</thead>
</table>
Maintaining Supplies

Only the items listed below may be on the adoption areas tables or carts.

- **Adoption Partner informational materials** – You can use this space to promote your next major event or drive Pet Parents to your website to learn about your mission! Materials cannot promote services that are competitive with PetSmart services, such as training, grooming, boarding, or veterinary care, or solicit for food or product donations.

- **Donation canister** – An approved donation canister may be out *only when Adoption Partner personnel are present*.

- **Adoptable pet photo or digital photo album** – if available.

- **Office supplies and paperwork** – This includes administrative supplies necessary to track pets and complete adoptions, such as blank cage cards, pens, pencils, adoptable pets’ paperwork, and vaccination and health records.

- **PetSmart brochures** – The may advertise services such as training or grooming, as well as specials.

Signage

Only signs authorized by PetSmart and PetSmart Charities may be posted in adoption areas. Approved signage for in-store adoption areas includes:

- Partner nameplates listing all participating Adoption Partners. Alert the Store Leader if your organization is not represented.

- Monthly calendar showing an up-to-date adoption schedule.

- Adoptions-To-Date numbers board with a current, accurate count, which PetSmart provides.

- PetSmart Charities clings, including “Children under 18” and vendor sponsor window clings.

- “No unattended children/dogs” cling to place on cages in the 7 Day Cat Adoption Center.

No unauthorized signage may be posted on the 7 Day Cat Adoption Center without prior approval from the Store Leader (i.e., organization’s upcoming events, cause-related propaganda, petitions, signage soliciting food or product donation, seasonal décor, cartoons, organization banners, or any other signs).
Signage Example
5 – General Pet Care & Safety

All pets must be kept safe and healthy. It is ultimately each Adoption Partner’s responsibility to ensure that adoptable pets are provided a safe and comfortable environment and treated with kindness and compassion by knowledgeable, caring, and well-trained individuals.

Adoption Partners are fully responsible for the proper care for all of their animals at all times. All state/county guidelines and all applicable laws must be adhered to when adoptable pets are in a PetSmart store for adoption or at any PetSmart Charities sponsored event. It is the Adoption Partner’s responsibility to be familiar with applicable state and local laws.

To ensure safety measures at your facility are aligned with the In-Store Adoption Program standards, site visits may be conducted at your organization’s facility and foster home locations at any time.

Adoption Partner leadership is responsible for ensuring that all personnel who handle or care for adoptable pets adhere to all pet care expectations outlined in this manual.

General Pet Care Expectations

All adoption program participants must adhere to basic expectations with regard to pet care.

- All US and Canadian Adoption Partners are required to spay/neuter all dogs, cats or other pets as required by state or local laws prior to bringing them to the store for adoption.
- Inhumane treatment of any pet is strictly prohibited. Adoption Partners are required to report any instance of perceived inhumane pet treatment occurring at PetSmart store locations to the Store Leader. Inhumane treatment of pets, or failure to report it when seen, will not be tolerated and will constitute grounds for dismissal from the In-Store Adoption Program.
- Ill or injured pets must be removed from the facility immediately and may not return until they are completely healthy. Adoption Partners are required to seek veterinary care for adoptable pets with anything beyond a minor injury or illness, or when the individual is uncertain about a pet’s condition.
- Adoption Partner
- Adoptable pets must be healthy, vaccinated, and physically assessed by a veterinarian prior to being brought to the store, and behaviorally assessed by organization personnel.
• Adoption Partners working with adoptable pets are required to wash or disinfect hands thoroughly before and after handling a pet.

• Only trained personnel or an approved, trained PetSmart store associate (as agreed upon by the Adoption Partner) may handle pets to show them to potential adopters. Untrained personnel may not handle pets.

• If required by state law, as in New Jersey, Michigan, Connecticut, and Pennsylvania, Adoption Partner personnel must maintain the Adoptable Pet Log accurately and ensure completed logs are provided to PetSmart store leadership for pet health and participation verification.

• Any incidents that occur with either people or pets that is out of the normal realm of adoption or care must be reported to the Store Leader immediately, and incident reports will be completed by the Store Leader for every incident regardless of how small or insignificant the Adoption Partner may think it is at that time.

• For partners with cats housed in the 7 Day Cat Adoption Centers, a representative of the organization must visit the Adoption Center to provide care, clean, conduct adoptions, and perform other tasks at least once a week.

• To prevent cross-contamination, water bowls must either be in crates or pens with pets or offered as needed and should never be placed in areas where water is accessible to other pets.

• Best practice is to not contain pets from different families/origins together for any reason.

Under no circumstances should spaying and neutering or micro-chipping take place at a PetSmart store or parking lot.

Safe Adoption Area Expectations

Adoption areas can be very busy at times! Multiple people seeking pets may be visiting simultaneously. Accidents can happen, but with the right level of customer service and attention to detail, most can be prevented. Adhering to these standards can also help avoid most accidents.

The best safety precaution is awareness. Pay attention to potential hazards in the adoption area. Be aware of unsupervised children and anyone interacting with pets. Keep in mind that 7 Day Cat Adoption Center personnel are always responsible for the pets in their care, including when allowing pets to greet potential Pet Parents, and during interactions with Pet Parents and owned pets.

Other adoption area expectations address both safety and cleanliness:

• “Pets must be restrained” is defined as leashed by an adequate collar, slip lead, harness, or combination of these to provide secure restraint and control.
• Personnel who manage leashed pets must be capable of managing pets responsibly at all times. This includes being able to properly constrain the pet during elevated circumstances. Only non-retractable leashes no longer than 6 feet may be used.

• Any pet being transported must be safeguarded from escaping. Therefore, the use of a pet carrier or a harness/collar and leash on the pet while moving them from the front or back of the store to the Adoption Center is very important. All cats must be within a carrier when being transported.

• Adoption area containment must be clean, organized, free of clutter, appropriately secured per Adoption Center general and safety standards, and in good repair.

• Equipment and items must be stored securely. Take care in removing or replacing items in designated storage areas to prevent items from falling.

• All personnel should be made familiar with safe lifting practices for picking up or carrying items or pets.

• Stainless steel food and water bowls must be used in all cages and crates unless otherwise dictated by specific pets’ needs at Adoption Partner’s request.

• Waste must be picked up as needed and properly disposed of. Where available, pet clean-up stations may be used for disposal.

• Multiple adopter/pet interactions should be permitted only as deemed safe by your organization’s standards.

• Young children must not have close access to dogs without a parent or guardian present. A one to two foot gap must always exist between children and dogs. Notify the parent or guardian if a child is too close, and stand between the child and the pets if the child does not move away.

• Adoption Partners must provide assistance in cleaning the adoption area. This may include, but is not limited to, sweeping, mopping, and sanitizing the area with approved cleaners at the end of the day and as needed; washing and sanitizing bowls; and breaking down crates.

• Adoption Partners must adhere to any applicable state or local laws.

Health and Wellness Expectations

To ensure the health and safety of all pets, a member of store leadership will assess pet health and wellness using an Adoption Center Maintenance Checklist at four intervals throughout the day. These generally occur at 9am, 1pm, 5pm, and 9pm.

Observations will include, but are not limited to:

• General conditions
• Safety concerns, which will be identified for immediate correction
• General pet appearance, with all pets appearing healthy and not displaying signs of aggression or excessive stress
• Pet access to food and clean water
• Cleanliness of cages in the 7 Day Cat Adoption Center
• Presence of properly completed cage cards
• Pets properly leashed or attended when on leash
• Cleanliness of pets (pets not soiled)
• Ambient air temperature (64°–80°F/17.8°–27°C)²

When conducting adoptions outside of the store, temperatures must range between 60° and 90° (15°-32.2°C) in the area³ in which adoptions are taking place to be considered safe. If temperatures are not within this range, adoptions cannot take place outside unless the above circumstances can be met.

All pets at outdoor events must be provided the following:

• Adequate shade, such as a tent, canopy, building overhang, trees, etc.
• Clean drinking water at all times
• Pets must not be contained in a crate that does not have adequate ventilation, such as a box

Store leadership concerns will be documented and addressed as appropriate. Adoption Partners must adhere to all policies and procedures as listed in this manual. Should an Adoption Partner fail to respond in a timely and appropriate manner to rectify a concern identified during an observation, store leadership will document the issue and schedule a meeting to correct the situation.

**Vaccination Requirements**

PetSmart and PetSmart Charities are concerned with the wellbeing of animals offered for adoption through the In-Store Adoption Program. Adoption Partners must behaviorally assess all pets and evaluate all pets for health concerns before coming into the store.

Vaccinations are a key element of pet health, and all pets offered for adoption through the In-Store Adoption Program must have up-to-date vaccination records. Pets must be vaccinated and monitored for a minimum of 24 hours following vaccinations prior to coming into the store. Records of vaccines and medical treatment a pet receives must

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² If the temperature reaches above 80°F (for instance, in the event of a power failure), the adoption partner must alert the Store Leader immediately.
³ Area refers to the place in which the pets are located during the adoption process.
be kept with the pet. These records will be given to the new Pet Parent upon adoption.

PetSmart and PetSmart Charities require that pets be vaccinated before coming to the store as follows:

**Rabies**

A Rabies Certificate or Vaccination Record showing a current rabies vaccine for every age appropriate pet available for adoption, unless required by law, is required. Additional records can be included in the pet’s file if they are available.

All age appropriate animals must be vaccinated for rabies, except in the state of Hawaii. The vaccine must be administered by a veterinarian or veterinarian’s representative and must be given in accordance with state law or, if not required by the state, in accordance with the schedule below. State or provincial laws typically specify rabies vaccinations for:

- Puppies at 16 weeks
- Dogs every year or every three years as directed by veterinarian
- Kittens at 15-16 weeks of age
- Cats every year or every three years as directed by veterinarian

**Puppies/Dogs**

All dogs and puppies must have at least the first series of vaccinations and be monitored for a minimum of 24 hours following vaccinations prior to coming into the store. Required vaccinations include:

- Distemper-Parvo (commonly known as DPP, DAPP or DHLPP)
  - Puppies at 6 to 8 weeks, again at 12 weeks and 16 weeks. No puppies under 8 weeks should be available for adoption.
  - Dogs every year or every three years as directed by veterinarian
  - DHLPP is required for the state of Maine
- Bordetella – Dogs every year

**Kittens/Cats**

All cats and kittens must have at least the first series of vaccinations and be monitored for a minimum of 48 hours following vaccinations prior to coming into the store. Required vaccinations include:

- Rhinotracheitis, Calicivirus, Panleukopenia (FVRCP or FVRCCP)
- Kittens at 6 to 8 weeks, again at 12 weeks and 15 weeks of age. No kittens under 8 weeks should be available for adoption.
- Cats yearly or every three years as directed by veterinarian

To maintain the health of pets in the Adoption Center, vaccinations may be administered by an Adoption Partner only when the store is closed to the public and only where state and local laws allow. All materials used for vaccinating, including syringes, must be removed following vaccination and cannot be discarded on PetSmart property.

**Other Pet Health Issues**

Pets that are ill or have health issues should not be offered for adoption at a PetSmart store until they are well.

**Feline Leukemia**

Feline Leukemia-positive, FIP, and FIV-positive cats are considered “special needs” and may not physically be in the store for adoption. However, they may be displayed in a photo book. The 7 Day Cat Adoption Center is not an optimal environment to house cats with these conditions due to the added stress that they are likely to endure.

We do not require testing or vaccination for Feline Leukemia, but we strongly recommend that testing be done prior to or at the time of adoption to avoid potential infection of other cats after adoption.

**Deworming**

It is highly recommended that all pets be tested for intestinal parasites via fecal examination by veterinarian prior to coming into the store. If needed, pets should be dewormed prior to coming to the store.

For cats and kittens being housed in the 7 Day Cat Adoption Center, deworming medication may be administered on site outside of core business hours. Prescription deworming medication may not be kept in the 7 Day Cat Adoption Center unless it has been prescribed for a specific cat in the center. Over-the-counter products may be kept in the center.

**Surgery**

Pets must be recovered from surgery, including sealed surgery sites and associated medication, and must be a minimum of 24 hours post-surgery before being brought into a PetSmart store for adoption. Adoption Partners are responsible for evaluating each pet and determining adoption readiness. Partners must provide post-adoption
surgery care instructions to Pet Parents. Pets placed at the store for adoption should not be sedated.

**Animals Transported from Out of State**

As pet transport becomes a more readily used tool to combat pet overpopulation, we recognize that your agency might send, receive or adopt these pets. In order to provide for the safety, health, and wellbeing of both pets and humans, we require the following:

- All pets must meet the state mandated guidelines for transport from the originating state as well as the destination state.
- The organization that is doing the adoption must have legal ownership of the pet that is being made available.
- Groups performing transport must follow the guidelines set forth by the Association of Shelter Veterinarians in the Guidelines for Standards of Care in Animal Shelters, which can be found at [www.sheltervet.org](http://www.sheltervet.org) or the Society of Animal Welfare Administrators Best Practice Transport Guidelines, which can be found here: [http://www.sawanetwork.org/page/Bestpractice](http://www.sawanetwork.org/page/Bestpractice)

**Reporting Pet Incidents**

All adoption pet incidents must be reported to the Store Leader within 24 hours of occurrence. Adoption pet incidents include:

- Any adoptable pet needing medical assistance, whether pre or post adoption
- Any pet biting or scratching a person
- Pet separation from the Adoption Center due to abandonment, death, or escape
- Dog fights, including those involving owned as well as adoptable dogs

**Pet Requiring Veterinary Care**

All pets that are injured or become ill while participating in the adoption program must be taken to a veterinarian for diagnosis and treatment. If for any reason the pet cannot be taken to the Adoption Partner’s facility, the pet must be transported to another veterinarian or emergency clinic or Banfield, the Pet Hospital, in the PetSmart store. Immediate care must be provided to any adoptable pet regardless of the severity or cause of the illness or injury. Under no circumstance may cost be a reason to avoid seeking veterinary care. All costs incurred are the responsibility of the partner.
**Pet Incidents with People**

Occasionally, a pet may get excited and scratch or bite a potential adopter or Pet Parent. Regardless of the severity of the injury, any such incident requires immediate attention from the Adoption Partner. Knowing what to do in advance may prevent escalation and ensure that the injured party receives appropriate attention.

For serious wounds and bites to fragile areas of the body, such as the face, call 911 immediately and alert the Store Leader. Even if the bite does not appear serious, insist the Pet Parent receive medical attention, as some bites can become badly infected. If it is unclear whether the skin was broken by claws or by teeth, treat the situation as a bite.

Once the injured party is being cared for medically, immediately isolate and remove the involved pet to a veterinarian, if necessary, or to your facility.

Report any bites to your local animal control organization for further direction. Include the name and phone number(s) of your organization’s contact person.

Depending on state requirements, pets that have bitten a person should be quarantined for 10 to 14 days. During this time, the pet will be monitored for rabies. In these instances, all questions about the pet should be directed to your local animal control authority.

Pets that have bitten or scratched a customer, associate, or Adoption Partner personnel may not be brought back to any PetSmart store for adoption.

**Pet Separation**

A separation is defined as a pet death, an escaped pet, or a pet abandonment at a store. If a pet dies before or after adoption, the Adoption Partner must follow protocols to minimize the impact on Pet Parents, store staff, and personnel. When protocols are followed, stress can be greatly reduced.

**Pet Death**

A necropsy must be performed any time there is an unexplained death, because other pets could be at potential risk for disease. Necropsy may be unneeded if a pet had been diagnosed with a pre-existing condition or if the death is from identifiable trauma. The cost of the necropsy is most often the responsibility of the Adoption Partner, but PetSmart Charities may choose to share the expense at its sole discretion.

Neither PetSmart nor PetSmart Charities assume any responsibility for the death of an Adoption Partner pet.
Expectations with regard to the handling of a pet death are outlined in more detail below.

**Escaped Pet**

Facilitating adoptions in designated adoption areas takes focused supervision. Should an escape occur, follow the necessary steps to resolve the issue.

If the escaped pet is still inside the store, alert store leadership immediately so associates can be posted at doors and automatic doors can be turned off until the pet is recovered. An announcement over the PA system or the use of a two-way radio, if available, may be required to get all doors covered immediately.

If the pet has left the store, more extensive measures are required. The Adoption Partner must assign search party leaders and establish a command post to manage communication. Search party leaders must:

- Create a list of individuals to participate in an exterior search party and provide the list to the command post
- Call the command post every 30 minutes, even if no contact with the pet has been made
- Report areas the search party has covered and receive input from other search parties

If the search continues beyond the first few hours, contact should be made regularly throughout the search with entities listed below. These organizations or people affiliated with them may have contact with the pet at some point.

- Local animal control or humane organizations in the area
- All store associates
- Personnel in adjacent businesses; local food delivery contacts
- Local postal carriers

If the pet is not recovered within 24 hours, it is recommended that posters and flyers with the pet’s picture be printed and displayed. The Adoption Partner will determine whether posters, flyers, and ads should be made; materials can be posted at the store upon store approval.

The Adoption Partner must make plans for emergency care for the pet upon recovery. Once the pet is recovered, the Adoption Partner will ensure any veterinary requirements are met. To prevent undue stress and transmission of communicable diseases, and regardless of health status, the pet must not be placed for adoption in PetSmart for at least 72 hours after recovery.
**Pet Abandonment**

Abandoned pets, which are pets left at a PetSmart store location, are placed in the custody of local organizations with animal control contracts. A pet is considered abandoned if no organization or customer claims responsibility for the pet. Pets left abandoned can be incubating serious diseases. These pets may not be housed in the Adoption Center, Salon, or PetsHotel. They must be isolated and transported to the contracted organization immediately. An abandoned pet may not be removed from the store or placed for adoption until it has been relinquished in accordance with these procedures. Pet Parents, associates, or Adoption Partner personnel may not adopt an abandoned pet on the spot.

Adoption Partner personnel may assist to ensure a pet is isolated while waiting for contracted organizations to retrieve the pet. Any applicable state or local laws or regulations that apply supersede this guideline.

**Pet Illness Expectations**

When an adoptable pet becomes ill or is injured, it is critical that immediate attention be provided. For the health of the pets in their care, PetSmart associates always act in the best interest of the pets and will communicate empathy to concerned Pet Parents. For everyone’s benefit, it is advantageous to resolve all pet-related issues in a timely manner.

**Pet Illness While Pet is Participating in the Adoption Program**

If a pet participating in an in-store adoption program shows signs of illness, Adoption Partner personnel must act quickly to care for the pet and address Pet Parent concerns.

A pet that is showing signs of illness must be transported immediately to the Adoption Partner’s facility or veterinarian for care. The pet must be isolated in the designated isolation area until it is picked up.

For pets in the 7 Day Cat Adoption Center, the Store Leader is empowered to seek medical treatment to stabilize the pet and keep the pet comfortable until the Adoption Partner can be reached to make a decision on behalf of the pet. If contact with the Adoption Partner cannot be made or transportation cannot be arranged immediately, the Store Leader may take the pet to a veterinarian for observation and possible treatment.

The Adoption Partner is responsible for medical expenses incurred while pets are participating in the adoption program.

In case of pet illness, the Store Leader shall complete a Pet Incident Form.
Pet Illness Post-Adoption

If a pet becomes ill after adoption, the Adoption Partner will act to address Pet Parents’ concerns and ensure the well-being of the pet. Adoption Partner personnel will field complaints, listen to Pet Parents’ concerns, express concern for the sick pet, and apologize for any inconvenience. The Adoption Partner will prepare documentation of the situation, including:

- A summary of the conversation with the Pet Parent
- A copy of the PetSmart Adoption Release Form that accompanied the adoption
- Witness statements, if applicable
- A copy of the Adoption Partner’s vaccination record for the pet

The Store Leader may follow up with the Adoption Partner to ensure the situation is appropriately closed; the Leader may also complete a Pet Incident Form. PetSmart Charities may also contact the Adoption Partner for follow-up.

If a Pet Parent contacts PetSmart Charities or a PetSmart Store Leader regarding an ill pet, the Store Leader or PetSmart Charities will instruct the Pet Parent to contact the Adoption Partner.

Pet Death Expectations

While rare, it is possible that an adoptable pet could die. Regardless of the cause, should this unfortunate situation occur, it is paramount to take appropriate action to isolate the pet and address concerns for the other pets.

If a pet dies in the store while Adoption Partner personnel are present, personnel must remove the body from the store in a discreet manner by wrapping it in a cloth and placing it in a cardboard box. The Adoption Partner must then notify the Store Leader as soon as the body is secured. The Store Leader must complete a Pet Incident Form.

If a pet dies in the store when Adoption Partner personnel are not present, the Store Leader will remove the body from the Adoption Center in a discreet manner by wrapping it in a cloth and placing it in a cardboard box. Store leadership will then contact the Adoption Partner and ask personnel to claim the body within 4-6 hours. As applicable, the store leadership may transport the pet to a Banfield Pet Hospital or a designated and approved location for necropsy. The Store Leader must complete a Pet Incident Form when this occurs.

Pet Death Post-Adoption

If a pet dies after adoption, the Store Leader and Adoption Partner will work together to resolve the situation appropriately. If store leadership is alerted first, the Store
Leader will notify the Adoption Partner. The Adoption Partner will arrange for an organization contact to meet with the Pet Parent and store leadership. The Adoption Partner must ensure that follow-up and communications are managed appropriately and the situation is resolved in a timely manner.

PetSmart and PetSmart Charities maintain no liability or warranty as to the health of the adopted pet and require that the partner solve any issues directly with the Pet Parent.

If the cause of death is known, the Adoption Partner must follow the Infectious Disease Disinfection Guides for specific illnesses. If the death occurs within two weeks of adoption and the cause of death is not known, a necropsy must be performed, and the Adoption Partner organization will incur the cost.

PetSmart Charities and/or store leadership may request a copy of the Adoption Release Form and supplemental paperwork that accompanied the adoption. The Store Leader must complete a Pet Incident Form.

**Adoption Center Maintenance After Illness or Death**

When an adoptable pet becomes ill or dies of a contagious disease, notify the Store Leader immediately. Additional measures must be taken to protect the other pets in the store. These protocols are required for the conditions listed below, but they may be used any time an infectious condition is suspected:

- Canine Parvo Virus
- Infectious Tracheobronchitis (kennel cough, canine cough)
- Feline Panleukopenia
- Ringworm

To prevent further disease transmission, all pets must be removed from the adoption area for at least 48 hours after possible contamination from contagious disease occurs. During this period, the adoption area, including floors, walls, cages, and all surfaces, must be completely cleaned and disinfected.

Identify all areas that the pet may have frequented while in the store, for instance, specific kennels or play areas, and all accessories that were used with the pet, including bowls, towels, toys, and leashes. All items that were in contact with the pet must be sanitized. Contact your Store Leader for sanitation details.
6 – Adoption Center Standards

The cleanliness and condition of assigned adoption areas, the in-store Adoption Center, and all equipment is critical to the health and safety of the pets. The 7 Day Cat Adoption Center standards cover all aspects of maintaining a safe and healthy Adoption Center. Under no circumstances may expectations, guidelines, or protocols be augmented or altered by Adoption Partner personnel. Direct all concerns related to any procedures or standards outlined in this manual or any policy violation observations to the Store Leader immediately.

In most stores, the Adoption Center focuses on cats as part of the 7 Day Cat Adoption Program. Cats participating in this program are permitted to remain in the store 24/7. Most stores do not currently have the facilities or permits to support a 24/7 adoption program for dogs.

Regardless of the 7 Day Cat Adoption Center configuration and type of pets available for adoption, all partners must adhere to all standards listed in this section:

- Partner will be responsible for any damage to the Adoption Center, other designed areas in the Adoption Program, or related equipment caused by partner, its staff, volunteers, or any other person or animal acting on or under partner’s direction or control.
- Partner will, at its sole expense, maintain the Adoption Center and other designed areas in the Adoption Program in a clean, sanitary, and orderly fashion, and take preventative action to discourage the spread of communicable diseases among animals.
- Partner is responsible for ensuring that the area is clean, fully sanitized, and disinfected prior to departure.

Adoption Center General and Safety Standards

Adoption Partners participating in the 7-Day Cat Adoption Program are expected to care for each pet until adopted, regardless of whether that pet is staying one day or two weeks. To maximize exposure of adoptable pets, the Adoption Center cages must be kept “full” at all times. “Full” means that available cages must be optimally utilized. Typical Adoption Center configurations for cats allow one adult cat per regular cage and two related cats in large cages. Sibling kittens may be placed together several to a cage, but the Store Leader may limit the number of pets displayed in a single cage.

- A representative of the organization must come into the store to check on the wellbeing of the pets at least once every week.
- Pets not adopted within three weeks must be rotated out of the store to the Adoption Partner’s shelter or foster facility for at least one week.
- Daily maintenance can be completed by store staff, Adoption Partner personnel, or a combination of both. The Store Leader and the Adoption
Partner will determine who will complete daily care during the Adoption Center orientation. However, a representative of the organization must visit the Adoption Center at least once a week to clean, conduct adoptions, check pets for signs of stress or disease, and carry out other functions.

- Pets needing additional exercise are permitted to play in the inner Adoption Center rooms when the area is supervised.
- Cats needing extra care, such as Feline Leukemia-positive or FIV-positive animals, are considered “special needs” and may not physically be in the store for adoption.

Cats infected with Feline Immunodeficiency Virus (FIV), Feline Leukemia (FeLV), or Feline Infectious Peritonitis (FIP) may have suppressed immune systems, which puts them at risk for developing an illness when exposed to an infectious condition. This exposure can come from a non-infected cat through oral and nasal secretions. Due to the high turnover of pets in the 7 Day Cat Adoption Centers and the high number of pets visiting, the PetSmart store environment is not the best place for pets with suppressed immune systems. **Cats infected with these viruses are prohibited from being in the 7 Day Cat Adoption Centers to protect their health.**

We understand that these cats make wonderful pets, so we encourage Adoption Partners to display pictures and information about these cats at the 7 Day Cat Adoption Centers.

### Adoption Center Appearance & Maintenance Standards

The 7 Day Cat Adoption Center appearance standards are designed to ensure the health and safety of pets and personnel and present a clean, inviting atmosphere to prospective Pet Parents. All of these items should be checked at least daily:

- All cages housing pets must have approved cage cards
- Daily cleaning schedule must be posted
- Litter boxes must be clean
- Supply cabinets must be organized and stocked with approved supplies
- All cleaning equipment must be sanitized and in good working condition
- Pet transport carriers must be stored in designated area
- Wall-mounted disinfectant hand cleaner must be stocked and working
- Wall-mounted soap dispenser (if applicable) must be stocked and working
- 7 Day Cat Adoption Center must be secured with at least one of the following methods:
Adoption Center outer door locked
Adoption Center inner door locked
Adoption Center cages containing pets locked
Adoption cages outside of Adoption Center locked (also applicable for stores without Adoption Centers)

- Adoptable pets’ information and medical records, which may include current proof of rabies vaccination or a Rabies Certificate, vet care information, adoption contracts/paperwork, must be housed in the Adoption Center Binder
- The Adoption Center Maintenance Checklist must be housed in the Adoption Center
- The Adoption Partner’s current Adoptable Pet Log must be completed and accurate and inserted in the Adoption Center Binder, if applicable. (New Jersey, Michigan, Connecticut, and Pennsylvania ONLY)

The key to maintaining appearance standards is to carefully follow all step-by-step opening and closing cleaning instructions as described in the Cleaning Guidelines. For safety, check the following items on a regular basis. Should any facilities not be in good working order, notify the Store Leader for resolution.

- Circulation system in good working order. If the circulation system is not working properly, alert the Store Leader.
- Cages in good repair
  - Cage/door locks in good working order
  - Hardware/door closures working properly and screws, bolts, and nuts present and tight
  - For repairs on cages or replacement locks alert the Store Leader.
- Signage legible and in good repair. For replacement of signage, alert the Store Leader.
- Adoption Center Maintenance Checklist posted and completed.
- Adoptable Pet Log completed and accurate. (New Jersey, Michigan, Connecticut, and Pennsylvania ONLY)
- Properly diluted Virex and PerDiem solutions in spray bottles.

Opening/Closing Tasks

Adoption Partner personnel must conduct all maintenance tasks before the 7 Day Cat Adoption Center opens for the day and again before close of business unless store leadership and Adoption Partner have agreed otherwise.
In the event of an emergency or other scenario that prevents Adoption Partner personnel from conducting opening/closing tasks as regularly scheduled, trained PetSmart staff may conduct tasks.

Utilize the Adoption Center Maintenance Checklist to guide maintenance and cleaning tasks.

### Adoption Center Maintenance Checklist

<table>
<thead>
<tr>
<th>Revised: 1/12</th>
<th>9:00 AM</th>
<th>1:00 PM</th>
<th>5:00 PM</th>
<th>9:00 PM</th>
<th>Notes</th>
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<tbody>
<tr>
<td><strong>Monday</strong></td>
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<td><strong>Sunday</strong></td>
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</table>

A manager must initial under the correct time and day after all pets (Adoption Center, Weekend and Event) have been inspected per the following:

- *Verify task lists are completed
- *All pets appear healthy
- *All pets must have appropriate vaccinations; verify once daily at 1pm
- *All pets have access to food and clean water, if applicable
- *All pets have an approved Cage Card attached with the approved hardware
- *Litter boxes and cages appear clean

This document must be maintained in the Adoption Center and filed in the Adoption Center Binder
Cleaning Adoption Center Cages

There are four levels of cleaning, depending on the status of the cages. The differences among these cleanings are in how often they are performed or what steps are taken.

- **Daily** – Bowls, litter pans, and surfaces in occupied cages are spot checked and cleaned as needed, at least twice daily.
- **Weekly** – When the same cats will remain in the cage, occupied cages are thoroughly cleaned at least once a week.
- **As Needed** – Adoption Partner personnel must observe occupied cages at least once every two hours. If a cat has eliminated, the litter box must be spot cleaned immediately. If a cat has diarrhea, the cat must be identified and isolated, and the entire cage must be cleaned thoroughly.
- **Exit Cleaning** – When a cat is adopted, returned to the Adoption Partner facility, or transferred to another cage, the entire cage must be cleaned thoroughly.

Cleaning Supplies

- Disposable Gloves
- PerDiem
- Virex II 256
- Water Pitcher
- Litter Scoop
- Paper towels
- Stainless steel bowls
- Trashcan Liners
- Approved Litter
- Plastic Litter Pan
- Trashcan
### Procedure: Daily Cage Cleaning

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Wash and dry hands. Put on disposable gloves. &lt;br&gt;If you leave the cat area, remove and dispose of gloves; replace with new gloves when you return.</td>
</tr>
<tr>
<td>2</td>
<td>Move cat or cats in first cage to a clean cage or carrier, or allow to exercise in the secured Adoption Center.</td>
</tr>
<tr>
<td>3</td>
<td>Using litter scoop, dispose of waste in trashcan. &lt;br&gt;If the litter box is excessively messy, see Weekly Litter Pan Cleaning procedure. &lt;br&gt;Sanitize litter scoops after use.</td>
</tr>
<tr>
<td>4</td>
<td>Check water and refill water bowls with fresh water. &lt;br&gt;If water bowl is dirty, discard water and replace with a clean bowl. &lt;br&gt;Water bowls must be replaced with clean bowls at least once per day.</td>
</tr>
<tr>
<td>5</td>
<td>Check food and top off dry food bowls as needed. &lt;br&gt;If bowl is dirty, replace with a clean bowl and new food.</td>
</tr>
<tr>
<td>6</td>
<td>Remove and discard disposable gloves.</td>
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<tr>
<td>7</td>
<td>Place cats back in cage. Verify that cage card is posted and accurate.</td>
</tr>
<tr>
<td>8</td>
<td>Sanitize hands with hand sanitizer.</td>
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<tr>
<td>9</td>
<td>Repeat steps for all occupied cages.</td>
</tr>
<tr>
<td>10</td>
<td>Remove trash and combine with other trash for removal.</td>
</tr>
<tr>
<td>11</td>
<td>Replace two trashcan liners in the cat area trashcan.</td>
</tr>
<tr>
<td>12</td>
<td>Wash and dry hands. Initial Cleaning Checklist indicating task has been completed.</td>
</tr>
</tbody>
</table>
### Procedure: Weekly Cage Cleaning

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
</table>
| 1    | Wash and dry hands. Put on disposable gloves.  
      | If you leave the cat area, remove and dispose of gloves; replace with new gloves when you return. |
| 2    | Ensure cleaning supplies are prepared. |
| 3    | Move cat or cats in first cage to a clean cage or carrier, or allow to exercise in the secured Adoption Center. |
| 4    | Remove bedding from the cage.  
      | If bedding is soiled, set aside for laundering. Using a paper towel, scrape any feces on the bedding into trash prior to removing for laundering.  
      | All bedding must be laundered between pets, at least once weekly when the same pet is using it, or when soiled. |
| 5    | Remove all other items from the cage. Soak them in properly diluted Virex II 256 for 10 minutes. Scrub, thoroughly rinse, and dry all items. |
| 6    | Clean litter pan, following Weekly Litter Pan Cleaning procedure. |
| 7    | Spray all cage surfaces (floor, top, sides, and front bars) with properly diluted Virex II 256. Let stand for at least 30 seconds. |
| 8    | Use a clean towel or new paper towel to wipe all cage surfaces. Do not use the same towel or paper towel to clean another cage. |
| 9    | Use another clean, wet paper towel to wipe down all cage surfaces. Allow cage to air dry. |
| 10   | Put clean litter box, bowls, bedding, and other cleaned items, such as toys, back in cage. |
| 11   | Provide fresh water and food as needed. |
| 12   | Place cats in clean, prepared cage. Repeat steps with remaining cages. |
| 13   | Remove and discard disposable gloves; sanitize hands with disinfectant. |
| 14   | Remove trash and combine with other trash ready for removal. |
15 | Replace two trashcan liners in the cat area trashcan.

16 | Wash and dry hands. Initial Cleaning Checklist indicating task has been completed.

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**Procedure: Weekly Litter Pan Cleaning**

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
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</thead>
</table>
| 1    | Dispose of all litter in trashcan.  
      | All solid material must be thoroughly removed and disposed of in trashcan. |
| 2    | Clean and sanitize each litter pan in approved cleaning location area (typically mop sink.) |
| 3    | Spray litter pans using properly diluted Virex II 256. |
| 4    | Scrub litter pans with a scrub brush and leave to soak in properly diluted Virex II 256 for 10 minutes. |
| 5    | Clean the scrub brush. Hang to dry. |
| 6    | Rinse litter pans with clean water. |
| 7    | Leave litter pans to air dry. |
| 8    | Once the litter pans have dried, stack them and return them to the cat area.  
      | Do not stack litter pans until they are completely dry to prevent bacterial growth. |
| 9    | Wash and dry hands. Initial Cleaning Checklist indicating task has been completed |
Procedure: Trash Removal

Trash must be taken to the designated receiving area location by Adoption Partner personnel. Trash will be taken to the dumpster by PetSmart store leadership ONLY.

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Collect all trash from adoption area and replace with empty can liners.</td>
</tr>
</tbody>
</table>
| 2    | Take trash to receiving and place in designated area.  
|      | Carry trash bag; do not drag it. |
| 3    | Wash and dry hands. Initial Cleaning Checklist indicating task has been completed |